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**CERTIFICATE OF FACSIMILE TRANSMISSION TO THE  
 UNITED STATES PATENT AND TRADEMARK OFFICE**

**DATE: December 2, 2004**

<b>Examiner:</b> Beth Van Doren	<b>: RE: U.S. Patent Application</b>
<b>Art Unit:</b> 3623	<b>: Serial No.: 09/480,589</b>
<b>Fax:</b> 703-872-9306	<b>: Applicant: Kevin Michael Ruppelt et al.</b>
<b>From:</b> Thomas M. Fisher	<b>: Atty. Dkt. No.: 9D-EC-19348</b>

**DOCUMENTS SUBMITTED WITH TRANSMISSION:**

*Amendment Transmittal (3 pgs.)*  
*Amendment in Response to Office Action dated October 20, 2004*  
*(31 pgs.)*  
*Fax Transmittal (1 pg.)*

*Total pages including cover page: 35*  
*If all pages are not received, please contact: Linda Schindler at Ext. 7018*

**RE: The above referenced U.S. Patent Application**  
**Title: METHOD, SYSTEM AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING**  
**Filed: January 10, 2000**

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that these papers are being facsimile transmitted to the U.S. Patent and Trademark Office, Facsimile Number 703-872-9306 on the date shown above.

  
 Thomas M. Fisher, Reg. No.: 47,564

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PATENT  
Attorney Docket No.: 9D-EC-19348 Ruppelt et al.

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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DEC 02 2004

Applicant: Ruppelt et al.

Group Art Unit: 3623

Serial No.: 09/480,589

Examiner: Van Doren, Beth

Filed: January 10, 2000

For: METHOD, SYSTEM, AND PROGRAM  
PRODUCT FOR ON-LINE SERVICE  
CALL SCHEDULING

**Mail Stop: Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

## TRANSMITTAL

1. Transmitted herewith is:  
Fax Transmittal (1 page)  
Amendment Transmittal (3 pages)  
Amendment in response to Office Action dated October 20, 2003 (31 pages)

## STATUS

## 2. Applicant



## CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8a)

I hereby certify that this correspondence is, on the date shown below, being:

## MAILING

\_\_\_\_\_ deposited with the United States Postal Service with sufficient postage as Express Mail, in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450,

Date: December 2, 2004

## FACSIMILE

transmitted by facsimile to the Patent and Trademark Office

Facsimile No. 703-872-9306

Thomas M. Fisher  
Reg No. 47,564

PATENT  
9D-EC-19348

## EXTENSION OF TERM

3. The proceedings herein are for a patent application and the provisions of 37 C.F.R. 1.136 apply.

(complete (a) or (b), as applicable)

(a)  Applicant petitions for an extension of time under 37 C.F.R. 1.136  
(Fees: 37 C.F.R. 1.17(a)-(d) for the total number of months checked below:)

Extension for response within:	Other than small entity Fee	Small entity Fee (if applicable)
<input type="checkbox"/> first month	\$ 110.00	\$ 55.00
<input type="checkbox"/> second month	\$ 420.00	\$ 210.00
<input type="checkbox"/> third month	\$ 950.00	\$ 475.00
<input type="checkbox"/> fourth month	\$1,480.00	\$ 740.00
<input type="checkbox"/> fifth month	\$2,010.00	\$ 1005.00

Fee Due \$

If an additional extension of time is required, please consider this a petition therefor.

(Check and complete the next item, if applicable)

An extension of \_\_\_\_\_ months has already been secured. The fee paid therefor \$\_\_\_\_\_ is deducted from the total fee due for the total months of extension now requested.

Extension fee due with this request \$

OR

(b)  Applicant believes that no extension of term is required. However, this conditional petition is being made to provide for the possibility that applicant has inadvertently overlooked the need for a petition for extension of time.

PATENT  
9D-EC-19348

## FEE FOR CLAIMS

4. The fee for claims (37 C.F.R. 1.16(b)-(d)) has been calculated as shown below:

(Col. 1)		(Col. 2)		(Col. 3)		SMALL ENTITY		OTHER THAN SMALL ENTITY	
CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR		PRESENT EXTRA		ADDITIONAL RATE FEE		ADDITIONAL RATE FEE	
TOTAL INDEP.	MINUS			0		x \$9 = \$		x \$18 = \$	
	MINUS			0		x \$43 = \$		x \$86 = \$	
— FIRST PRESENTATION OF MULTIPLE DEP. CLAIM						+ \$145 = \$		+ \$290 = \$	
						TOTAL ADDITIONAL FEE \$	OR	TOTAL ADDITIONAL FEE \$	

(a)  No additional fee for Claims is required

OR

(b)  Total additional fee for claims required \$ \_\_\_\_\_

## FEE PAYMENT

5. Attached is a check in the sum of \$ \_\_\_\_\_

Charge Deposit Account No. 01-2384 the sum of \$.  
A duplicate of this transmittal is attached.

## FEE DEFICIENCY

6.  If any additional extension and/or fee is required, charge Deposit Account No. 01-2384.

AND/OR

If any additional fee for claims is required, charge Deposit Account No. 01-2384.

7.  Other:



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Reg. No. 47,564  
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St. Louis, MO 63102  
314-621-5070

VIA FACSIMILE 703-872-9306

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9D-EC-19348-Ruppelt et al.  
PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ruppelt et al. : Art Unit: 3623  
Serial No.: 09/480,589 : Examiner: Van Doren, Beth  
Filed: January 10, 2000 :  
For: METHOD, SYSTEM, AND :  
PROGRAM PRODUCT FOR ON- :  
LINE SERVICE CALL :  
SCHEDULING

Mail stop: Amendment  
Hon. Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

## AMENDMENT

Sir:

In response to the Office Action dated October 20, 2004, please amend the above identified application as follows.

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